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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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December 27, 2005

TO: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **COMMUNITIES IN SCHOOLS CONTRACT REVIEW – WORKFORCE  
INVESTMENT ACT YOUTH PROGRAM**

We have completed a contract compliance review of the Communities In Schools (CIS), a Workforce Investment Act (WIA) Youth Program service provider. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

**Background**

The Department of Community and Senior Services (DCSS) contracts with CIS, a private, non-profit, community-based organization, to assist disadvantaged or at-risk youth complete additional education and training, obtain employment and successfully transition into adulthood. The types of services provided by CIS include tutoring, occupational skills training and adult mentoring. CIS' office is located in the Second District. CIS is compensated on a cost reimbursement basis. For Fiscal Year (FY) 2004-2005, DCSS paid CIS approximately \$259,140.

**Purpose/Methodology**

The purpose of the review was to determine whether CIS provided the services outlined in their County contract to eligible individuals. Our monitoring visit included a review of CIS' participant case files and interviews with program participants, participant guardians and CIS staff.

*"To Enrich Lives Through Effective and Caring Service"*

### **Results of Review**

CIS did not provide documentation to support eight work experience programs that CIS billed DCSS. The undocumented billings totaled \$5,278. CIS also billed DCSS \$122 for expenses related to a visit to Sea World by three program participants which is not an allowable expense. The unallowable expenses totaled \$5,400.

For 18 (82%) of the 22 program participants, CIS did not complete the Individual Service Strategy (ISS) plans in accordance with the WIA guidelines. The ISS plans did not identify the participants' long-term goals, the objectives required to obtain their goals, or document CIS staff's monthly reviews of the ISS plans with the participants as required. In addition, CIS did not complete ISS plans for the remaining four program participants.

Details of our review, along with recommendations for corrective action, are attached.

### **Review of Report**

On October 25, 2005, we discussed our report with CIS. In their attached response, CIS indicated that they will repay DCSS the \$5,400 over billed and implement our recommendations. We also notified DCSS of the results of our review.

We thank CIS for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Cynthia Banks, Interim Director, Department of Community and Senior Services  
Shirley Allen, Executive Director, Communities In Schools  
Public Information Office  
Audit Committee

**WORKFORCE INVESTMENT ACT YOUTH PROGRAM  
FISCAL YEAR 2004-2005  
COMMUNITIES IN SCHOOLS**

**ELIGIBILITY**

**Objective**

Determine whether Communities In Schools (CIS of Agency) provided services to individuals that meet the eligibility requirements of the Workforce Investment Act (WIA) Youth Program.

**Verification**

We selected a sample of 22 program participants from a total of 80 enrolled participants between July 2004 and March 2005 and reviewed their case files for documentation to confirm their eligibility for WIA Youth Program services.

**Results**

Generally, CIS provided services to individuals that met the eligibility requirements of the WIA Youth Program. One (5%) of the 22 participants enrolled was not eligible for WIA services. WIA guidelines require that only youth between 14 and 21 years old are eligible for services. The individual was 22 years old at the time of enrollment. There were no disallowed costs associated with the individual because no supportive services were provided.

**Recommendation**

1. CIS management ensure that WIA youth participants are within the specified age requirements.

**BILLED SERVICES/CLIENT VERIFICATION**

**Objective**

Determine whether CIS provided the services in accordance with the County contract and WIA guidelines for those billed to DCSS during the months of July 2004 through March 2005. In addition, determine whether the program participants actually received the billed services.

**Verification**

We selected a sample of 22 program participants from a total of 80 participants and reviewed their case files for documentation to support the services billed and whether the services were provided in accordance with the WIA guidelines.

We also interviewed eight program participants/guardians to confirm the services CIS billed to DCSS and evaluated the appropriateness of the expenses listed on CIS' billing claims for July 2004 through March 2005.

### **Results**

The eight program participants and/or participants' parents/guardians interviewed stated that the services they received from CIS met their expectations.

CIS did not provide documentation to support 8 work experience programs that CIS billed DCSS. The undocumented billings totaled \$5,278. In addition, CIS billed DCSS for expenses related to a visit to Sea World by three program participants which is not an allowable expense. The unallowable expenses totaled \$122.

For 18 (82%) of the 22 program participants, CIS did not complete the Individual Service Strategy (ISS) plans in accordance with the County contract. The ISS plans did not identify the participants' long-term goals, the objectives required to obtain their goals, or document CIS staff's monthly reviews of the ISS plans with the participants as required by the WIA guidelines. The ISS is used to track the needs and services of the program participants and their progress towards achieving established goals. CIS also did not complete plans for the remaining four program participants.

The case files for 10 (46%) of the 22 program participants did not contain notes documenting the participants' program activities as the WIA guidelines require. In addition, for 17 (77%) of the 22 program participants sampled, CIS did not update the Job Training Automation (JTA) system as required by the County contract. The JTA system is used by the State of California Employment Development Department and the Department of Labor to track WIA participant activities.

### **Recommendations**

#### **CIS management:**

- 2. Maintain documentation to support billed activity and bill DCSS for only allowable program expenses.**
- 3. Repay DCSS the \$5,400.**
- 4. Ensure that the ISS plans are completed in accordance with the County contract and WIA guidelines.**
- 5. Ensure that the case managers adequately document their monthly meeting with the program participants and the participants' program activities as required by the County contract.**

- 6. Ensure that staff update the JTA system to reflect the program participants' enrollment, activities, and exit information.**



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November 21, 2005

Mary Ann Morato  
Auditor–Controller  
County of Los Angeles

**Subject: WIA Audit Draft & Report**

Ms. Morato,

Below please find our response to the draft report received on 10/25/05 regarding the audit conducted on the 2004–2005 WIA.

**Objective #1**

**Determine whether Communities In Schools (CIS of Agency) provided services to individuals that meet the eligibility requirements of the Workforce Investment Act (WIA) Youth Program.**

**Response:** The participants in question, Davika Partridge completed all the paperwork and indicated that she was 21yrs of age. Our eligibility clerk did not correctly review her driver's license.

**Corrective Action:** CIS will take the necessary steps to double check all paperwork against documents submitted. We will implement a two tier approach to make sure all written information coincides with the eligibility documentation. This two-tiered approach will consist of the eligibility clerk reviewing the documentation and a supervisor also signing off that the paperwork has been approved and reviewed.

**Objective #2**

**Determine whether CIS provided the services in accordance with the County contract and WIA guidelines for those billed to DCSS during the months of July 2004 through March 2005. In addition, determine whether the program participants actually received the billed services.**

**Response:** Due to staff turnover case manager was changed twice during program year. This has resulted in multiple errors occurring for which CIS is in the process of correcting.

- As it relates to Sea World – We were unaware that we could not fund field trips for program participants. This was an incentive to youth for doing a great job in the Academic Achievement Class.
- As it relates to ISS Form – this error was contributed to our issue with multiple staff turnover during this is period which resulted in the noted oversight/errors in documentation.

**Corrective Action:** CIS will take the necessary steps to cross-train multiple staff members to ensure that in the event that a staff person leaves the company, we have staff in place to carry on the program without errors/omissions occurring. We will also cross train staff to handle the MIS input on the JTA system, so that all records are updated in a timely manner.

Communities In Schools will repay DCSS the \$5,400.

CIS will implement the check and balance of all ISS forms to ensure that we are in compliance. All ISS forms will be signed off by a supervisor.

If you have any questions you can contact me at 310-639-5095.

Thank you,



Artricia Woods  
Director of Education